Statewide Internet Portal Authority
Board of Directors Meeting Minutes
February 7, 2008 1:30p.m. - 4:00p.m.
Secretary of State's Office
1700 Broadway, Blue Spruce Conference Room
Denver, CO 80290

MOTIONS:
- Approval of the January 3rd, 2008 Meeting Minutes – *Approved Unanimously*
- To elect Senator Cadman as Chairman of the SIPA Board of Directors – *Approved Unanimously*
- To elect Jack Arrowsmith as Vice Chairman of the SIPA Board of Directors – *Approved Unanimously*
- To elect Kent Glassman as Secretary of the SIPA Board of Directors – *Approved Unanimously*
- To elect Bill Hobbs as Treasurer of the SIPA Board of Directors – *Approved Unanimously*

ACTION ITEMS:
- Contact Military Affairs – Gregg Rippy
- Provide IV&V metrics at next Board meeting – Gregg Rippy

SUMMARY: SIPA financials remain stable with no unusual items. The audit, done by Clifton Gunderson, will be complete in March. The Business Committee formed a sub-committee that the Colorado Business Express project team will report to each month.

The Board re-elected Senator Cadman as Chairman, Jack Arrowsmith as Vice Chairman, Bill Hobbs as Treasurer, and elected Kent Glassman as Secretary. The SysTest Labs contract is up for renewal in March. Gregg Rippy will ask for a recommendation and renewal at the March meeting. The Board will have a secure Website for all SIPA documents. Colorado Interactive financials remain stable and portal metrics continue to steadily grow. VROOM (Vehicle Resource Office and Online Motorway) fliers will be delivered along with refund checks from the Department of Revenue. Three new CMS sites were launched in January. CI is also continuing to work with Mark Weatherford to test portal security.

I.   **Call to Order: 1:35 p.m. Chairman Arrowsmith**

   A.   **Roll Call**
      Present: Jack Arrowsmith, Evan Dreyer, Bob Feingold, Kent Glassman, Mike Locatis, Don Mares, Gerald Marroney, Senator Ron May, Rico Munn, Chairman Cadman
      Excused: Bill Hobbs, Roxy Huber, Don Mares
           Quorum established

   B.   **Approval of January 3rd, 2008 Meeting Minutes**

      MOTION: To approve the January 3rd, 2008 Meeting Minutes.
      1st – Senator May
      2nd – Kent Glassman
      Approved unanimously

II.   **Committee Reports**

   A.   **Finance Committee – Gregg Rippy**
   The net income is $68,000 as of December 31st. The budgeted amount was $65,000 for that period. There are no unusual items in the Balance or P&L.

   Budget vs. Actual
   Through January, budgeted employee costs was $86,000, actual was $99,000. Budgeted costs for functions (which includes board costs, conferences, and meetings) was $6,400, actual was $7,700. Budgeted costs for occupancy was $29,000, actual was $18,000. Gregg Rippy budgeted more for this for the tenant finish that SIPA has not received for the offices. Budgeted costs for professional fees was $134,000, actual was $114,000. Net income through January is slightly above projections.

SIPA Audit
Clifton Gunderson will have the audit done next month.

B.   Business Committee – Kent Glassman
The Business Committee met in January to discuss the governance model and overseeing the Business Portal project. The committee set agencies guidelines for participation. There is a business sub-committee that will meet once a month to get a report from the Colorado Business Express project team. This is chaired by Colorado Interactive (CI) and includes representatives appointed by the Executive Directors from SOS, CDLE, DOR, and DORA. Dan Morrison has submitted a proposed project charter to the team for their review.

Discussion:
Gregg Rippy stated that this project is a very unique situation for an enterprise solution. The project team will make all decisions by a consensus, as they decided it would not be a successful project if one agency did not agree on a majority vote.

III.   New Business

A. Election of Officers – Chairman
According to the SIPA bylaws, the Board of Directors shall elect officers at the February board meeting. The chairman and vice chair must be an elected official.

> **MOTION**: To elect Senator Cadman as Chairman of the SIPA Board of Directors.
> 1st – Senator May
> 2nd – Mike Locatis
> *Approved unanimously*

> **MOTION**: To elect Jack Arrowsmith as Vice Chairman of the SIPA Board of Directors.
> 1st – Senator May
> 2nd – Mike Locatis
> *Approved unanimously*

> **MOTION**: To elect Kent Glassman as Secretary of the SIPA Board of Directors.
> 1st – Senator Cadman
> 2nd – Jack Arrowsmith
> *Approved unanimously*

> **MOTION**: To elect Bill Hobbs as Treasurer of the SIPA Board of Directors.
> 1st – Jack Arrowsmith
> 2nd – Representative Marostica
> *Approved unanimously*

B. Executive Directors Update – Gregg Rippy
Open Private Sector Position
Gregg Rippy announced that he and Chairman Cadman received the resignation letter from Greg Jenik. There is currently an application for the Private Sector seat sent to the Governor's office pending approval.

Eligible Governmental Entities Agreement (EGE)
SIPA is making good progress with local government. There are new EGEs (complete or pending) with Garfield County, Philips County, Sedgwick county, Jamestown, and the Douglas County School District (DCSD). DCSD is very interested in a payment engine for parents to pay for school fees, books, lunches, etc. There are 60,000 students in DCSD and they have the same back end system as other school districts in Colorado, such as Denver Public Schools.

Discussion:
Senator May asked why there are some agencies that SIPA does not have EGEs with.

Gregg Rippy replied that they are still talking with some such as Department of Corrections. There is no particular reason why SIPA does not have the EGEs. He continues to circle back with communication.

Senator May said that he has heard feedback that the Content Management System (CMS) is not robust enough.

Gregg Rippy does not believe that to be true. CDOT procured for a CMS system and chose FatWire. They have put to rest that concern by working with and educating the agencies. The Board selected FatWire.

Mike Locatis suggested that they look at what other NIC portals offer in agencies that would apply easily in Colorado.

Gregg Rippy said that NIC has a catalog of services on their intranet. One example that the Department of Corrections could use is an application called "Con Bucks". This allows family or friends to put money into an account and this has been very successful in NIC states.

Kent Glassman asked if the DCSD application would generate money.

Gregg Rippy said that there would be the same revenue generation as other payment engine applications. There is not a work order for this yet so the details have not been determined.

Chairman Cadman said that in the Senate State, Veterans &Military Affairs committee gave an annual briefing. They thought that SIPA could offer some assistance.

ACTION ITEM: Contact Military Affairs – Gregg Rippy

> *SysTest Labs – Gregg Rippy*
> The SysTest Labs (SysTest) contract will expire March 16th 2008. SIPA has two 2-year renewable options. SIPA is very happy with the job that SysTest is performing and Gregg Rippy recommends that they renew that contract at the next meeting. SysTest operates on a task order basis and therefore not a fixed amount, just a "not to exceed" amount. Year to date, the IV&V budget is $50,640. It was budgeted to be $56,000.
>
> SysTest has been performing load testing on applications, and in particular the Netfile application with the Department of Revenue. They want the servers to be able to handle the load for this year's tax season. The last test completed 4,000 transactions in one hour with zero errors. SIPA and CI are looking to use SysTest for regression testing. This tests when there is a change to a current application and will need to be done regardless whether CI or SysTest performs it.
>
> SysTest also created a web crawler to check the links and make sure they work. So far, they tested the Governor's site. This tool is unique to Colorado and FatWire.

Discussion:
Gerald Marroney asked if SIPA would own the tool and junk code.

Gregg Rippy replied that it is a SysTest tool that SIPA is paying for usage, so SysTest would own it.

Rico Munn stated that he would like to see metrics to judge against and compare to. The Board needs to look at what extent they are appropriately using them.

ACTION ITEM: Provide IV&V metrics at next Board meeting – Gregg Rippy

Gregg Rippy receives monthly status reports to justify their billing. SysTest helped a lot in the original RFP process. They have also been involved in marketing and the financial audit. He would like to take a separate RFP for the audit.

Mike Locatis stated that it is a good structure to have both IV&V functioning and testing as a third party.

Senator May stated that if SIPA did not use SysTest, they would probably need to hire more onto of the two staff, which would cost more than using a third party.

Gerald Marroney said that the Board talked about hiring a Chief Technology Officer, but later decided that the IV&V can give a more varied service.

Jack Arrowsmith said that the original vision was a completely separate third party. If the third party is involved in testing, then they are more of a player. He asked if this affects the detached piece.

Gregg Rippy said that it is important to maintain that objectivity. He has meetings every week with Dan Wenger from SysTest to talk about CI projects and where the risks are. Dan also comes to the project scoring meetings. They are doing a great job at remaining a separate third-party and are a great partner because they offer solutions.

Mike Locatis agreed with Rico Munn and suggested that SysTest should have a readout at the Board meetings.

Chairman Cadman said that he did not want to create another six-month project reviewing and creating a matrix for IV&V.

Secure Board Website
Kathy Gappinger will distribute user names and passwords for the SIPA secure board website. The IV&V RFP will be on this site, along with all other SIPA documents.

Live Help & The Colorado Libraries
After the January Board meeting, Gregg Rippy spoke with Gene Hainer from the Colorado State Libraries (CSL). Gene said that they would not accept an offered 17,000 for two months of service. They were more concerned about the types of questions they received rather than the money. Gregg met again after the splash page the CI created had been up for a little while, and Kris Johnson said that she was very pleased with the outcome.

Gregg Rippy said that he is not sure if the citizens are frustrated. But that is a bigger question on possibly providing a statewide 311 system. Right now, Live Help is staffed by 1 ½ FTE. They track the types of questions and it equals to about 4 (government) to 1(non-government) related questions. CI will continue to track calls and emails. The new Contact Compass application will help direct citizens in the right direction.

Discussion:
Evan Dreyer asked if they are providing a 24-hour service to AskColorado.

Gregg Rippy said that users could still get to AskColorado from the splash page and that AskColorado is a 24-hour service.

CMS Personnel – Gregg Rippy
Gregg Rippy has interviews scheduled tomorrow for the new CMS position and will hopefully give an offer by next week. This person will support OIT and the Governor's office.

Legislation
SB08-40 will require online voter registration. This will access many records such as drivers, insurance, and vehicle registration. It is important to follow this bill since the Portal touches many of these databases.
HB08-1143 will prohibit use of credit scores insurance. SIPA does not have a strong feeling about this, but if credit scoring is removed, it may rely heavily on driver's license information.
HB08-1056 will require DOR to set up a system to have a point of contact in case of an emergency. The portal probably could do this, but the bill directs DOR to set up the system by July 8th, which is almost impossible.

Gregg Rippy is also in communication with Senator Romer, who would like an interactive Web site for his proposed bill about the congestion on I-70. The "There Ought to be a Law" application overwhelmed the Governor's Office in a matter of days and was removed.

C. General Manager's Report – Dan
The month of January is typically a staging month. CI is looking forward to the next 11 months and solidifying a plan. Some unplanned opportunities arise, since agencies tend to call at the beginning of the year. Currently there are 35 active projects (projects with a task order or work order), 18 with no fee and 17 with a fee that will generate revenue for the Portal. There are 27 projects in the beginning stage that do not have a task order or work order. Overall, there are about 55 applications in the project queue in active development.
Colorado Business Express
The first Project Team meeting occurred in January. Members of this team include: Dan Morrison (CI), Raelene Morin (CI), Rebecca Davis (DOR), Keith Whitelaw (SOS), Alice Johnson (CDLE), and Mike Whatley (DORA).

They are currently reviewing the Project Charter and will then start to craft the task order. Dan Morrison will report to the business sub-committee every month.

Live Help
Implemented changes occurred to the Live Help solution. Both parties are very pleased since AskColorado and CI parted ways. This change has not affected the Live Help statistics. There were 560 live help sessions in January that were all handled by the two FTE at CI. Most of these questions are government related.

Content Management System (CMS)
The following CMS sites launched in January: The Colorado Domestic Abuse Fund (www.colorado.gov/cdaf), Department of Health Care Policy and Financing – Colorado Cares (www.colorado.gov/coloradocaresrx), and Colorado Department of Public Health and Environment – Medical Home Colorado (www.colorado.gov/medical homecolorado). These agencies can now manage these sites on their own, unless they need additional help. A total of 19 state employees were trained this month. The CMS training room is booked for the next three months.

There are some agencies that have asked what the advantage is to using FatWire. (Department of Natural Resources) DNR was an example, as they asked if they should move from Share Point to FatWire when the contract was up. CI helped them write an assessment, and they mutually agreed that since more than 100 staff were already trained in Share Point; it was more logical to stay with that system, instead of retraining with FatWire. However, this process opened a lot of other application opportunities with DNR.

Security
CI is working with Mark Weatherford, the State Chief Information Security Officer, to have his team do penetration testing on the Portal's security. Colorado.gov is Cybertrust certified. They are very passionate to remain as secure as possible.

Discussion:
Senator May said that in the building process of the original bill (SB04-244), they did a survey on how many people have direct access, and it was very high. He asked if there have been some improvements.

Dan Morrison said that a lot of agencies that have their own URL's have it documented in the literature that they give to the public.

Senator May asked if it would the Portal's objective to get that all delivered through Colorado.gov.

Bob Feingold said that there is branding that has already been done that proceeds the Portal. For example, there are hunters that are familiar to getting to sites with a specific URL.

Dan Morrison said that he and Mike Locatis talked about the domain name issue. Some agencies are very heavily invested in domain names that are not co.gov related. The policy of the state is that our strong preference is to have it contain co.gov and preferably start with it following the service. However, there are some that do not make sense to change when it's out there in the media and printed on brochures. CI can track the number of hits regardless of what the domain name is with the cooperation of the DNS for the state.

Senator May said that he is concerned with security.

Bob Feingold asked if the vulnerability assessment performed by OIT last year included the other domain names.

Mike Locatis said they are very comprehensive in their approach and it did include all domain names.

Dan Morrison said that Mark Weatherford is systematically checking each agency. CI is included on that list and they encourage Mark and his team to continue that testing.

VROOM – Vehicle Resource Office and Online Motorway
Department of Revenue is going to mail out 400,000 refund checks to Colorado taxpayers and the VROOM flyer (provided by Rebecca Davis) is going be in every envelope. Courtesy of DOR, this will be a mass marketing

campaign and CI is very grateful for DOR providing this. The VROOM brand will be the vehicle portal for the State of Colorado. Car tag renewals, driver's license renewals, auto industry salesperson licenses, and title & registration activity will all be bundled under VROOM. They will market VROOM once this is all ready.

Online Vehicle Registration Renewal (OVRR)
The Portal has recovered handsomely from the low point in December, which is a natural trend according to DOR, since there are fewer automobiles bought in November and December.

Metrics
Public accesses for Colorado.gov continued to be steadily increasing with about 2.5 million accesses each month.

Discussion:
Kent Glassman asked if there has been a rise in page views when a new revenue generating application was launched.

Dan Morrison said that a perfect example of increase was when Treasurer Cary Kennedy was on local news stations promoting the Great Colorado Payback application while holding a large gold block. The numbers increased tremendously. As far as revenue statistics, April will probably show an increase with the tax portal.

Financials
Revenues and costs remain very stable. There are some new services bringing in revenue such as driver's license renewal and Douglas County Criminal Justice application.

New Staff
Dan Morrison introduced Jennifer Blackwell, a new Project Manager for CI. She also worked at the Tennessee portal (NIC) for three years.

Discussion:
Senator May asked for more information about the online professional licensing, since they provide revenue. He asked if Colorado.gov is just providing a link or building the application.

Dan Morrison said that most of the licensing that Senator May is talking about is handled in DORA. CI can work with DORA's 3rd party with the payment engine processing. CI can also build an application where users can renew their license online along with providing the payment engine.

Gregg Rippy said that Measurement Device Licensing for the Department of Agriculture is a good example of an application and payment engine that CI can build.

D. Other Business/Discussion
Gregg Rippy publicly thanked Rebecca Davis (DOR) for all of her hard work. Her commitment to the Portal is outstanding.

Chairman Cadman stated that there is a press conference with Governor Ritter to announce the OIT consolidation bill. They have around 60 cosponsors thus far.

IV. Agenda Items for Next Meeting
None specific
> ### ***Next meeting is scheduled for:***
> Thursday, March 6th, 2008
> 1:30 p.m. – 4:00 p.m.
> Secretary of State's Office
> 1700 Broadway
> Blue Spruce Conference Room
> Denver, CO 80290

V. Adjournment

_____
Transcribed by: Kathy Gappinger